

Pharmacy FAQs

Want to know more about the upcoming changes at General Leonard Army Community Hospital (GLWACH) Pharmacy? Here are the most clear and concise answers to the most common questions asked by “You” our patients.

The Main Outpatient Pharmacy is now known as the Primary Care Clinic Pharmacy (PCC) located in the hospital.

1. Is the PX Pharmacy the only place to pick up refills?

No. When calling in a refill, patients have the option to choose to have their refills picked-up at either the PX pharmacy or the Primary Care Clinic Pharmacy located in the hospital.

2. Why are changes being made to the pharmacy?

Funds are not available to expand and remodel the PX Pharmacy. These changes have been implemented to make the best use of our staff and resources.

3. When will refills be ready for pick-up at the PX Pharmacy?

Refills will be ready in 24hours from the time you place the call to the refill line. Please make sure to listen to the entire recording, which will tell you when your refills will be ready for pick-up. ***Special order medications may require a longer fill time.***

4. When will refills be ready for pick-up at the PCC Pharmacy (in the hospital)?

Refills will be ready in 48hours from the time you place the call to the refill line. Please make sure to listen to the entire recording, which will tell you when your refills will be ready for pick-up. ***Special order medications may require a longer fill time.***

5. Will my doctor be able to fax prescriptions to the PCC Pharmacy in the hospital?

Yes. Your health care provider can fax prescriptions to: 573-596-0405.

6. Is there parking close to the PCC Pharmacy that is located inside of the hospital?

Good question. There are multiple handicapped parking spots available close to the building as well as regular parking spots.

7. Is the PCC Pharmacy accessible to handicapped patients or patients with limited mobility?

Yes. The PCC Pharmacy is located on the main entry level. It is wheelchair accessible, and wheelchairs are available at the entrance of the PCC clinic located close to the pharmacy.

8. Will the PCC Pharmacy accept hard-copy prescriptions?

Yes. Hardcopy off-post prescriptions, faxed prescriptions, as well as electronic prescriptions from providers at GLWACH will be accepted.

9. What are the hours of the PX and PCC Pharmacy?

The PX Pharmacy is open Monday, Tuesday, Wednesday, and Friday 8:00am to 6:00pm and Thursdays 9:00am to 6:00pm. The PCC Pharmacy is open Monday, Tuesday, Wednesday, and Friday 7:00am to 7:00pm, Thursday 8:30am to 7:00pm, and Saturday 8am-12noon and 1pm-5pm(closed for lunch from 12pm to 1pm.) Closed Sundays and all Federal Holidays.

10. When will all the changes be effective?

On June 18th, the PX Pharmacy will be available for **refill-pick up only**. Remember, you can choose where you want to pick-up your refills. The PCC pharmacy will process new prescriptions and provide refill- pick up only if you choose the PCC Pharmacy to pick-up your refills.

11. How do I know if I have a refill prescription or a renewal prescription?

A refill prescription is a medication that you are already taking. In order for that prescription to be filled again the patient must call the refill phone line (573-596-0128 or 1-800-245-1953) or complete the online request form at General Leonard Wood Army Community Hospital Pharmacy's webpage to receive additional medication.

http://glwach.amedd.army.mil/patient_care/pharmacy/pharmacy_home.htm

Remember: A faxed prescription is not a refill prescription.

A renewal prescription is usually for the same medication, but there are no refills remaining and your doctor must rewrite the prescription in order for it to be processed and filled through the system.

REMEMBER: IF YOU DID NOT CALL THE PHARMACY REFILL PHONE LINE (573-596-0128 OR 1-800-245-1953), IT IS NOT A REFILL. IF YOU DID NOT COMPLETE AN ON-LINE REQUEST FORM, IT IS NOT A REFILL.

12. What is the prescription called when my doctor on post enters the prescription into the computer?

When your doctor at the hospital or at Ozark Family Medical Home enters a prescription into the pharmacy computer system it can be either a new prescription or a renewal prescription. It is a new prescription if you have never taken the medication before. It is a renewal prescription if your previous prescription medication has run out of refills and your doctor has to rewrite the prescription.

REMEMBER: IF YOU DID NOT CALL THE PHARMACY REFILL PHONE LINE (573-596-0128 OR 1-800-245-1953), IT IS NOT A REFILL. IF YOU DID NOT COMPLETE AN ON-LINE REQUEST FORM, IT IS NOT A REFILL.

13. Does the PCC Pharmacy accept call-in prescriptions?

No.

14. Will Over The Counter (OTC)/ Self-care items still be available at both pharmacy locations after June 18th?

No. Self-care/OTC items will only be available at the PCC Pharmacy.